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# Anti-social Behaviour

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## Introduction

Councils have a range of duties and powers when it comes to antisocial behaviour happening within the community. They must work with other organisations, such as the police, to address the problems.

As landlords, councils and housing associations have specific duties to address antisocial behaviour within the properties they manage.

We do not investigate antisocial behaviour. We can only consider a complaint about how a council or a housing association responds to reports of antisocial behaviour.

### **Antisocial behaviour can include:**

- dog fouling, uncontrolled and noisy pets;
- noise nuisance at high levels and/or unreasonable hours;
- drug misuse and alcohol-related nuisance;
- rubbish dumping;

- acts of violence;
- harassment, including verbal and physical abuse and threats.

Some behaviour may constitute a crime and should be dealt with by the police.

## **What you can do**

To report antisocial behaviour, you should contact your council or housing association for advice, and to find out what action it can take.

You can also contact the police.

If you are unhappy with how a council or housing association deals with your report of antisocial behaviour, you can make a formal complaint. You will need to explain to the council or housing association why you think its actions were not appropriate.

If you are unhappy with how the council or housing association deals with your complaint, you can complain to us. It is important that the council or housing association has had the opportunity to resolve matters before you contact us.

## **What we can do**

We can look at how the council or housing association dealt with your report(s) of anti-social behaviour. We will consider whether it:

- has procedures in place to guide staff as to how to record, investigate, and monitor cases of antisocial behaviour;
- explained the procedures, and how reports are recorded and investigated;
- considered all available options to control the behaviour, including the full range of legal actions;
- worked with other agencies to address the problems;
- provided support to the victims of the antisocial behaviour, kept them informed, and took necessary action to protect their safety;
- dealt with the person causing the problem in a timely manner.

## **Further information**

### **South Wales Police:**

<https://www.south-wales.police.uk/advice-and-information/asb/asb/antisocial-behaviour>

[Antisocial behaviour | South Wales Police](#)

### **Wales Safer Communities Network:**

<https://safercommunities.wales>

[Safer Communities for Wales – Wales Safer Communities](#)

### **ASB HELP:**

<https://asbhelp.co.uk>

[ASB Help | Advice & support for Victims of Anti-Social Behaviour](#)

## Victim Support:

<https://www.victimsupport.org.uk>

[Antisocial behaviour – Victim Support](#)

## Contact us

If you are not sure whether we would be able to look into your complaint, please [contact us](#) on 0300 790 0203.

Also available in Welsh.

# Easy Read

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